

# About Scam Calls

Criminals attempt to get your money or personal info through phone calls, robocalls, or text messages.



## Common phone scams:

- **Imposters:** May pretend to be a family member, friend, a government official, or computer tech support company.
- **Debt collectors:** Claims of money owed, **legal action** against you, and **threats of arrest**.
- **Sweepstakes** and **prizes**.
- Representations of **known business**, like bank and credit card companies and large retailers.

# Report Scam Calls

Help identify and raise awareness about scam phone calls, illegal robocalls, and text messages by reporting them.



## Federal Trade Commission (FTC)

1-877-382-4357  
[ReportFraud.FTC.gov](https://www.ftc.gov/report-fraud)

## Consumer Assistance Program (CAP)

1-800-649-2424  
[AGO.Vermont.gov/CAP](https://ago.vermont.gov/cap)



The statements herein are for educational purposes only and are not legal advice.

# Don't Get Scammed. Slow Down. Follow a Plan!

# S

## SLOW DOWN

Scammers pressure you to act urgently. Don't! Regain your calm.

# L

## LOG THE CALL

Write down the phone number of the caller and hang up.

# O

## ONE CALL

Make one call to a primary contact and discuss the incident.

# W

## WARN OTHERS

Contact CAP to identify scams and report them: [ago.vermont.gov/cap](https://ago.vermont.gov/cap) or 1-800-649-2424.



# Why They Work

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## Random, urgent calls -

- **Spoofting:** Caller ID may show as local, a familiar organization, or someone you know, but it's not.
- **Inconvenient timing:** They may call while you are occupied, or sleeping.
- **Auto dialers and robocall systems** allow scammers to make millions of calls per day.

## You call them -

- An **email or pop-up msg** asks you to call.
- You call a number you **found online** or on an **old product insert**.

# Block Calls

Take steps to verify and block calls to avoid phone scams.

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## Cellular and Smartphones

Receive calls only from contacts by updating device settings.

🍏 Apple → ⚙️ Settings → 🌙 Focus → 🌙 Do Not Disturb → 👤 All Contacts

🤖 Droid → ⚙️ Settings → 🔊 Sound &... → 🚫 Do Not Disturb → 👤 From Contacts

Find call blocking apps in the App store.

Ex. Call Protect, Call Filter, NomoRobo, Scam Shield, Hiya, YouMail, and more.

## Voice Over Internet Protocol (VoIP)

Subscribe to free blocking services by provider or third party.

Ex. Phone providers and NomoRobo; Mutare or SkySwitch for businesses.

## Analogue Telephone Lines - Plain Old Telephone Service (POTS)

Connect an add-on device to the phone to stop calls.

Ex. CPR Call Blocker Protect, HQTelecom Landline Blocker, Pro Call Blocker.

## For all providers

Contact your phone provider for up-to-date blocking options.

# Lessen Unwanted Calls

Take precautions to receive less unwanted calls.

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## The Federal Do Not Call Registry

Consumers can end legitimate telemarketing calls by signing up.

Sign up by phone, 1-888-382-1222, or online with email at DoNotCall.gov.

## Opt-out of Legitimate Robocalls

Only opt-in to receive robocalls you want to receive.

Most robocallers must get your consent to call and have an opt-out option.